



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**



April 8, 2021

[REDACTED]  
Indian Rocks Beach, FL [REDACTED]

NEF-109 ela  
Ref. No. 11404513

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2021 BMW X5 vehicle. Your letter was received in the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for NHTSA. We entered your vehicle identification number (VIN) in our VIN Look-Up Tool, and it appears you have since received the repair—there are no open recalls on your vehicle. In any event, we understand your frustration with any delay you may have experienced, and appreciate your diligence in this matter. We suggest that you check NHTSA's website at least twice per year for new safety recalls by entering your VIN into our Look-Up Tool at [www.nhtsa.gov/recalls](http://www.nhtsa.gov/recalls).

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at [www.nhtsa.gov](http://www.nhtsa.gov) or call the Vehicle Safety Hotline at 888-327-4236. Also, owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be reviewed on our website.

Sincerely,

Randy Reid, Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement